

**From:** John Edstrom  
**To:** Microsoft ATR  
**Date:** 1/27/02 6:51pm  
**Subject:** Microsoft Settlement

Greetings,

This note is to express my dissatisfaction with the agreement reached in the Microsoft anti trust case. I have already co-signed a letter from Dan Kegel which pretty thoroughly covers most of my objections to the settlement. I personally believe that only a breakup of MS into independent operating system and application/services companies. But I guess that isn't even on the table anymore.

I endorse Mr. Kegel's criticisms of the settlement and his suggestions on better ways to deal with those issues. However, one thing that I find especially irksome and unjust about MS's illegal activities is absence of protection for the consumer.

In the past 4 years I have purchased 3 computers. All of them had MS Windows ( NT ) pre installed. I don't like Windows. I don't use it. I resent being forced to buy it just to get the hardware. More, I can't even find out how much of the total unit price was devoted to the unwanted software. I was told that the information could not be divulged because of the OEM's contract with MS and it wouldn't do me any good since there are no refunds for unrequested, unused software.

In order to prevent this unjust situation from continuing I therefore additionally suggest that something like the following be included in final judgment.

- 1) The price of all MS software pre installed on a computer will be clearly published on all invoices and in all advertising where the price of the OEM product is displayed.
- 2) There will be a mechanism whereby a customer can obtain a full refund by returning the software that they didn't ask for, don't want and never use.
- 3) 1&2 above will be made retroactive to when the action culminating in this settlement was initiated. People who were charged for MS software without their permission during this period will be informed how much they paid for it and will be given an opportunity to return any unused software for a refund plus an interest charge on the money while it was under MS's control.

I don't think that this will affect many people, most of whom would buy and use MS Windows anyway. Still, there is no good reason for not informing people what they are spending their money on and, the notion that consumer choice can regulate markets is just a cruel joke as long consumers are forced to buy Windows anyway even though they choose to use something else.

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